CLAIMS

1. An apparatus for the synchronization, integration and association of financially related captured interactions, the apparatus comprising:

    an at least one first interaction capturing device for capturing an at least one interaction;

    an at least one second interaction capturing device for capturing an at least one second interaction;

    a synchronizing device to synchronize the at least one first interaction with the at least one second interaction; and

    an integration device to integrate the at least one first interaction with the at least one second interaction into an at least one integrated interaction.

2. The apparatus of claim 1 further comprising an association device to associate the at least one integrated interaction with the at least one transaction.

3. The apparatus of claim 1 further comprising an at least one recording and logging device for storing the at least first interaction, the at least one second interaction.

4. The apparatus of claim 1 further comprising an at least one interaction retrieval device to retrieve the at least one first interaction, the at least one second interaction, and the at least one integrated interaction.

5. The apparatus of claim 1 further comprising an at least one interaction playback device to playback the at least one first interaction, the at least one second interaction and the at least one integrated interaction.

6. The apparatus of claim 1 further comprising a set-up and calibration device to set up the parameters of the apparatus and to adaptively calibrate the parameters of the apparatus.

7. The apparatus of claim 1 further comprising a secure access device to provide for secure, controlled and limited access to the at least one first interaction, to the at least one second interaction and to the at least one integrated interaction.

8. The apparatus of claim 7 wherein the secure access device provides secure time-based access.

9. The apparatus for claim 1 further comprising a database for storing the at least one first interaction.

10. The apparatus for claim 1 further comprising a database for storing the at least one second interaction.

11. The apparatus for claim 1 further comprising a database for storing the at least one first and second interaction.

12. The apparatus for claim 1 further comprising a database for storing meta-data to provide the ability to retrieve the at least one integrated interaction.

13. The apparatus of claim 1 further comprising a content analysis module to analyze the content of the at least one first interaction, the content of the at least one second interaction and the content of the at least one integrated interaction.

14. The apparatus of claim 1 further comprises at least one knowledge database for storing information associated with the at least one first interaction or with the at least one second interaction or with the at least one integrated interaction.

15. The apparatus for claim 1 further comprising a notification message-generating device for generating a notification message associated with the at least one first interaction or with the at least one second interaction or with the at least one integrated interaction.

16. The apparatus for claim 1 further comprising a notification message-generating device for generating a notification message associated with misconduct.

17. The apparatus for claim 1 further comprising a notification message-generating device for generating a notification message associated with dispute resolution.

18. The apparatus for claim 1 further comprising a notification message-generating device for generating a notification message associated with a request for playback.

19. The apparatus of claim 1 further comprising a business analysis device to collect and analyze business performance and information.

20. The apparatus of claim 1 further comprising a monitoring device to monitor the content of the at least one first interaction or the at least one second interaction.

21. The apparatus of claim 1 further comprising an evaluations device to evaluate the performance or level of service of a representative.

22. The apparatus of claim 1 further comprising a surveillance device to detect and monitor a behavior pattern of a representative.

23. The apparatus of claim 22 wherein the surveillance device provides notification regarding the detection of or changes in behavior patterns.

24. The apparatus of claim 1 wherein the at least one first interaction and at least one second interaction are associated with at least one transaction.

25. The apparatus of claim 7 wherein the secure access to the at least one first interaction, the at least one second interaction and the at least one integrated interaction is based on password-protected permission granting process.

26. The apparatus of claim 25 wherein the secure access is a password based access.

27. The apparatus of claim 25 wherein the secure access is a password and time based access.

28. The apparatus of claim 1 wherein the at least one first interaction, the at least one second interaction and the at least one integrated interaction represent an at least one interaction between at least two parties.

29. The apparatus of claim 1 wherein the monitoring device, the surveillance device, the content analysis device provide information in real or off line.

30. The apparatus of claim 1 further comprising an automatic scheduler device for the automatic selection of interactions to be monitored, analyzed and evaluated.

31. The apparatus of claim 1 wherein the at least one first interaction or the at least one second interaction is an audio or video interaction.

32. The apparatus of claim 1 wherein the at least one first interaction or the at least one second interaction is a data exchange or data capture interaction.

33. A method for the synchronization, integration and association of financially related captured interactions, the method comprising the steps of:

    capturing an at least one first interaction at a first interaction capturing device;

    capturing an at least one second interaction at a second interaction capturing device;

    synchronizing the at least one first interaction with the at least one second interaction; and

    integrating the at least one first interaction and the at least one second interaction into an at least one integrated interaction.

34. The method of claim 33 further comprising the step of associating the at least one integrated interaction with an at least one transaction.

35. The method of claim 33 further comprising the step of recording and logging the at least one first interaction and the at least one second interaction on an at least one recording and logging device.

36. The method of claim 33 further comprising the step of retrieving the at least one first interaction, the at least one second interaction.

37. The method of claim 36 further comprising the step of generating the at least one integrated interaction from the retrieved at least one and second interaction.

38. The method of claim 33 further comprising the step of playing back the at least one first interaction, the at least one second interaction, or the at least one integrated interaction.

39. The method of claim 33 further comprises the step of setting up the operating parameters of the method and adaptively calibrating the operative parameters.

40. The method of claim 33 further comprising the step of analyzing the contents of the at least one first interaction, the content of the at least one second interaction and the content of at least one integrated interaction.

41. The method of claim 33 further comprising the step of generating a notification message concerning misconduct in association with the at least one first interaction, with the at least one second interaction, or the at least one integrated interaction.

42. The method of claim 33 further comprising the step of collecting additional information.

43. The method of claim 33 further comprising the step of analyzing the collected additional information.

44. The method of claim 40 wherein the step of analyzing the at least one transaction and the associated at least one integrated interaction thereby analyzing the at least one interaction associated with a dispute.

45. The method of claim 40 wherein the step of analyzing provides for regulatory compliance.

46. The method of claim 40 wherein the step of analyzing provides for quality management.

47. The method of claim 33 further comprising the step of monitoring in real-time the content of the at least one first interaction, the at least one second interaction, and the at least one integrated interaction.

48. The method of claim 45 wherein the step of monitoring provides for the detection of malpractice.

49. The method of claim 33 further comprising the step of automatically scheduling and automatic selection of the at least one or two or integrated interaction to be monitored, analyzed and evaluated.

50. The method of claim 33 wherein the synchronizing of the at least one first interaction with the at least one second interaction is a time-based synchronizing process or is a sequential-based synchronizing process.

51. The method of claim 33 wherein the at least one first interaction and the at least one second interaction are identified by an interaction identifier.

52. The method of claim 51 wherein the interaction identifier is a unique point-in-time based identifier.

53. The method of claim 51 wherein the at least one interaction identifier is a unique identifier.

54. The method of claim 33 wherein the at least one first interaction and the at least one second interaction constitute a time-based sequence of events.